



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Illinois Consolidated Telephone Company**  
**for quarter ending December 31, 2008**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	10.20 *	13.90 *	13.60 *	12.57 *
B. Operator Answer Time - Information [730.510(a)(1)]	11.40 *	12.00 *	10.20 *	11.20 *
C. Repair Office Answer Time [730.510(b)(1)]	9.17	9.00	10.80	9.66
D. Business or Customer Service Answer Time [730.510(b)(1)]	9.00	6.00	6.00	7.00
E. Percent of Service Installations [730.540(a)]	99.83%	99.71%	99.84%	99.79%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	93.00% *	90.00% *	90.00% *	91.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.85	1.50	1.81	1.72
H. Percent Repeat Trouble Reports [730.545(c)]	3.50%	4.51%	5.23%	4.41%
I. Percent of Installation Trouble Reports [730.545(f)]	1.00%	1.41%	1.21%	1.21%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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